

City of Mountain View

**HOUSING
HANDBOOK**

The purpose of this handbook is to provide Mountain View residents with a concise listing of the various housing services available to the community.

This handbook covers a broad spectrum of housing: rental housing, home ownership, housing for seniors, housing for persons with disabilities, and emergency shelter. The main emphasis of the handbook is affordable housing options.

In the current era of high housing costs and scarce financial resources, finding affordable housing is becoming more and more difficult. The City of Mountain View is committed to maintaining a range of housing types to meet the housing needs of all residents.

This handbook will be periodically updated. We are always looking for ways to improve the usefulness of this handbook; therefore, your comments and suggestions are appreciated. Please send your suggestions to the Administrative and Neighborhood Services Manager, Community Development Department, P.O. Box 7540, Mountain View, California, 94039-7540.

City of Mountain View Housing Handbook

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RENTAL HOUSING

Tenant/Landlord Resources

Before looking for rental housing, make sure you know about your rights and responsibilities as a tenant. An informative handbook is prepared by the State of California, Department of Consumer Affairs, entitled: "California Tenants Your Rights and Responsibilities." This is a comprehensive handbook which covers the rental process, the rental application and agreement, deposits, rental payments, how to deal with problems, evictions and moving-out issues. To get a copy of this handbook, please contact the Community Development Department at (650) 903-6379 or e-mail your request to ***community.development@ci.mtnview.ca.us.***

Information about tenant/landlord rights and responsibilities can also be obtained by calling the Mountain View Tenant/Landlord Information and Mediation Program at (650) 960-0495.

Rental Housing Listings

The best way to start looking for rental housing is to first determine what kind of housing you are looking for. In doing this, some things to consider include:

- What you can afford in terms of monthly rent and deposits (holding and security).
- What type of neighborhood you want to live in.
- Access to work, schools, stores, public transportation and other conveniences.
- The kind of rental unit you want (i.e., apartment complex, house, condominium, etc.).
- The type of rental agreement desired (i.e., month-to-month or a long-term lease).

Information on places to rent can be obtained from a number of sources. Local newspapers carry classified advertisements on available rental units. In addition, there are a number of rental listing services. Other sources include bulletin boards in public buildings, churches, colleges, Laundromats, etc. Looking for rent signs in the neighborhoods where you would like to live is another way to find housing.

Rental listing services can be found by checking the phone book Yellow Pages and contacting local real estate offices. In addition, some rental services put out pamphlets of available rentals, which can be picked up for free at grocery stores, bookstores and news racks.

Some rental listing services are paid by the property owner and are free to rental seekers; others require that the rental seeker pay for information about available rental units. Make sure you know what you are getting and what costs may be associated with the service.

Rental listing services must be licensed and are regulated by the California Department of Real Estate. Before you sign a contract with a rental listing service or pay for information about available rental units, make sure the service is licensed and that the list of rental units are current.

The City of Mountain View does not have rent control and does not require that interest be paid on the security deposit.

In order to ensure that multi-family rental housing is safe and meets Building and Housing Code requirements, the City operates a proactive housing inspection program, whereby rental properties with three or more units are inspected once every three to five years for Housing Code deficiencies.

Section 8 Rent Subsidy Program

This program provides rent subsidies to low-income households with incomes below 50 percent of the median County income. For a two-person household, this would be an annual maximum income of \$42,200 as of January 2003.

There is one form of assistance available from the County Housing Authority: Housing Vouchers. There is a long waiting list for assistance under these programs, and currently the wait list is closed and new applications are not being accepted.

Under the Voucher Program, the tenant receives a specified amount of housing assistance based upon a formula set by the U.S. Department of Housing and Urban Development (HUD). The household may pay more or less than 30 percent of adjusted monthly income for rent; the amount will depend on the rent for the unit selected. There is no limit on rent other than it cannot exceed the rent of other similar units in the neighborhood.

With a Rental Certificate, the tenant pays no more than 30 percent of adjusted monthly income for rent, and the rent for the unit selected cannot exceed the Fair Market Rent (FMR) established by HUD.

For more information regarding the Section 8 program or when the waiting list might open, contact the Santa Clara County Housing Authority, 505 West Julian Street, San Jose, California, 95110-2330, (408) 275-8770.

Subsidized Rental Housing

There are a number of housing complexes in the City of Mountain View that have been subsidized by the City of Mountain View or have received financial assistance from Federal subsidy programs in exchange for providing affordable rental housing. Some of these developments also participate in the Section 8 rent subsidy program and accept tenants with Section 8 rental vouchers or certificates.

These properties are not owned or managed by the City. Information regarding these properties may be obtained by contacting the property owners, the majority of which consist of nonprofit organizations whose purpose is to provide affordable housing for low-income persons.

There are maximum income limitations for tenants to be eligible to rent units in these apartment complexes. The income limitations may be obtained by calling the particular complexes in which you are interested. In addition, most of these properties provide a preference in the selection of tenants to per-

sons who have lived in Mountain View at least six months or have worked in Mountain View at least one year.

A listing of subsidized units in Mountain View is enclosed. It is best to call the units you are interested in directly and get information about the process for getting on their waiting list. Most of these complexes have waiting lists of 100 or more households. It is important to persevere and try to get on as many waiting lists as possible in order to increase your chances of finding affordable housing.

Once you are on a waiting list, make sure to keep the apartment manager informed of your current address and telephone number so you can be easily reached in the event that there is a vacancy. Check back periodically to let them know you are still interested.

A list of subsidized housing County-wide is available by contacting the agency listed below:

Housing SCC

www.housingscc.org

In addition, the Adult Independent Development Center publishes a list of low-cost rental units that are accepting applications. The list is only available to disabled clients who qualify through referral. For

additional information, contact:
Silicon Valley Independent Living Center
2306 Zanker Road
San Jose, CA 95131
(408) 894-9041

**City of Mountain View Below-Market-Rate
Housing Program--Rental Housing**

The City of Mountain View has a Below-Market-Rate Housing Program which requires that new rental developments provide a certain number of affordable units or pay the City an in-lieu fee for fractions of a unit, which the City will then use to develop affordable housing.

Rental units developed under this program will be affordable to persons earning between 50 percent and 80 percent of the County median income (i.e., \$42,200 to \$67,500 for a household of two, currently).

When units are developed, a preferential selection process will be used to select qualified households for the units. Priority will first be given to public safety employees working for the City of Mountain View. Second priority will be given to public school teachers who work in Mountain View. Third priority will be those households who have lived in Mountain View at least two of the

last four years. Fourth priority will be households having worked for the City of Mountain View for at least two years. To get additional information about this program, contact Diana Moreno, (408) 361-4643, at the Housing Authority of the County of Santa Clara, which is the agency that administers this program for the City of Mountain View.

Shared Housing

Shared housing is another source of affordable housing. A number of agencies in the County work with households to assist them in locating affordable shared housing opportunities. Sometimes housing may be negotiated in exchange for services such as caring for an elderly homeowner or doing chores around the house.

Two nonprofit agencies which provide shared housing services are listed below:

Project Match
512 Valley Way
Milpitas, CA 95035
(408) 416-0271

Operate a number of group homes throughout the County for low-income seniors.

Catholic Charities
195 East San Fernando Street
San Jose, CA 95112
(408) 282-8600
Provide shared housing opportunities for
single-parent households.

Rent and Deposit Assistance

The following agencies offer one-time
emergency assistance to individuals
who, through some crisis, cannot make
a monthly payment and are in danger
of becoming homeless. Assistance is
given as funding allows, and applicants
are screened according to need.

Catholic Charities
195 East San Fernando Street
San Jose, CA 95112
(408) 282-8600

**Community Services Agency of Mountain
View and Los Altos**
204 Stierlin Road
Mountain View, CA 94043
(650) 968-0836

Sacred Heart Community Services
1381 South First Street
San Jose, CA 95110
(408) 278-2160

Housing Conditions

The City of Mountain View operates a proactive multi-family housing inspection program whereby every rental property in the City with three or more units is inspected once every three to five years, to ensure compliance with Housing and Building Code requirements. All code violations are required to be corrected by the property owner. Tenant-occupied single-family homes and duplexes may also be inspected for deficiencies upon request.

A tenant who feels there are Building and Housing Code violations in their unit or building may request to have a City Housing Inspector check the unit. Any code violations detected will be required to be corrected at the expense of the property owner.

More information about this service can be obtained by calling the Fire Department at

(650) 903-6378.

Tenant/Landlord Information and Mediation Services

The City offers a tenant/landlord information and mediation service which provides tenants and landlords with information and referral services regarding a variety of rental issues. The program also provides free mediation services to assist tenants and landlords involved in a dispute to reach a mutually agreeable solution to their differences.

The service is fast, free and completely confidential. This service may also be used to assist in resolving disputes between tenants regarding issues of noise, pet supervision, etc.

More information may be obtained about this service by calling the Mediation Program at

(650) 960-0495.

HOME OWNERSHIP

Homebuyer Assistance

The high cost of ownership housing has made it difficult to assist low-income households to qualify to purchase a home due to the large subsidy that is needed. There are, however, a number of programs which provide assistance to low-income first-time homebuyers. These programs are described below.

City of Mountain View Below-Market-Rate Housing Program Ownership Housing

The City of Mountain View has a Below-Market-Rate Housing Program which requires that new ownership developments provide a certain number of affordable units or, for housing costing over \$400,000, that an in-lieu fee be paid to the City (which the City will then use to develop affordable housing).

Because of the current high cost of ownership housing, it is not likely that many units will be developed in the near future under this program as most developers are choosing to pay the in-lieu fee.

When units are developed, a preferential selection process will be used to select quali

fied households for the units. Priority will first be given to public safety employees working for the City of Mountain View. Second priority will be given to public school teachers who work in Mountain View. Third priority will be those households who have lived in Mountain View at least two of the last four years. Fourth priority will be households having worked for the City of Mountain View for at least two years. To get additional information about this program, contact Diana Moreno, (408) 361-4643, at the Housing Authority of the County of Santa Clara, which is the agency that administers this program for the City of Mountain View.

Mortgage Credit Certificate

The Mortgage Credit Certificate Program (MCC) provides financial assistance in the form of a tax credit to first-time homebuyers for the purchase of single-family homes, townhomes and condominiums. A first-time homebuyer is defined as a person who has not owned a principal residence within the last three years.

There are income restrictions and maximum home prices permitted for participation under this program and the homebuyer must use the home as their primary residence.

An MCC gives the homebuyer a Federal income tax credit each year the buyer keeps the same mortgage loan and lives in the same house. The MCC provides a tax credit of up to 15 percent of the mortgage interest paid each year. That 15 percent is subtracted dollar for dollar from the Federal income taxes due. The remaining 85 percent of the mortgage interest is taken as a deduction from gross income in the usual manner.

The MCC will reduce the amount of Federal income taxes otherwise due to the Federal Government; however, the tax benefit cannot exceed the amount of Federal taxes owed for the year, after other credits and deductions have been taken. Instead, the unused tax credits can be carried forward three years, until used.

The homebuyer goes through the normal process of choosing a Realtor and finding a house. Financing, however, must be arranged with one of the MCC participating lenders. The lender determines eligibility, fills the MCC application form and sends it to the County. The County reviews the form to verify that the homebuyer qualifies. The County can then issue an MCC.

There is a nonrefundable application fee which is paid to the lender at the time the application is filed. An MCC can only be issued for a homebuyer who is obtaining a

new first mortgage; no refinancing, subordinated or assumable mortgages are handled.

Availability of Mortgage Credit Certificates is subject to Federal funding of the program. For further information regarding program availability, income restrictions and maximum home prices, ask your real estate agent or call the Santa Clara County Mortgage Credit Certificate Office at (408) 441-4260. The County also has available a list of MCC participating lenders.

Cal HFA Loans

The California Housing Finance Agency administers several loan programs designed to assist lower-income individuals in purchasing a home.

For information on Cal HFA programs, including an information packet and a list of approved Cal HFA lenders in Santa Clara County, write to:

Cal HFA
1121 L Street, 7th Floor
Sacramento, CA 95814
(916) 322-1497 or (916) 322-3991

VA Loans

Any veteran with an honorable discharge is eligible for a VA loan with no down payment, if he or she meets a private lenders requirements for purchasing a home (condominiums and PUDs are also eligible).

VA loans are fixed-rate, Federally insured loans with the rate set by the government. To qualify for a VA loan, a veteran must apply to the Veterans Administration, which then issues a Certificate of Eligibility which the veteran presents to a lender.

For more information, contact the Santa Clara County Veterans Office, 1650-A Las Plumas Avenue, San Jose, California, 95133, (408) 928-3838, or ask your real estate agent or lender about this program.

FHA Loans

FHA loans are loans insured by the Federal Housing Administration that permit buyers to purchase a home (condominiums and PUDs are also eligible) with a down payment of as little as 3 percent of the purchase price.

Buyers do not have to be first-time home-buyers. Also, there are no maximum income requirements for the FHA program. Buyers

must, however, meet FHA standards regarding the ratio of their debt to their monthly income, and they cannot combine their FHA loan with additional financing in order to buy a house that exceeds the FHA loan limits.

For more information, an FHA loan information packet and a list of authorized FHA mortgage lenders:

(800) CALL-FHA

(800) 483-7342

www.hud.gov

Housing Trust First-Time Homebuyer Program

The Housing Trust of Santa Clara County has a first-time homebuyer loan program. A loan of \$6,500 can be used for closing costs and/or other assistance allowed by the primary lender. For more information, contact the Housing Trust of Santa Clara County at (408) 436-3450.

Mobile Home Parks

Very few households are able to afford a single-family detached house, which is the most expensive housing in Mountain View. Condominium and townhome developments are affordable to a much larger segment of the population, especially first-time homebuyers. Another affordable housing option is mobile homes.

However, mobile home parks are unique from other housing in that the land and the units are owned by different parties.

In addition to the cost of the mobile home itself, there is a monthly rent for the lease of the land. In Mountain View, there are seven mobile home parks, listed below.

Bayshore Trailer Court
133 Fairchild Drive
(650) 965-0775

Moorpark
501 Moorpark Way
(650) 968-4358

New Frontier
325 Sylvan Avenue
(650) 967-1725

TL Mobile Home Park
440 Moffett Boulevard
(650) 968-4848

Santiago Villa
1075 Space Park Way
(650) 969-0102

Sunset Estates
433 Sylvan Avenue
(650) 968-2222

Sahara Mobile Village
191 El Camino Real East
(650) 968-7891

Minor Home Repairs

The City of Mountain View contracts with a nonprofit agency to provide free minor home repair services to low-income homeowners who cannot afford to make the repairs themselves.

Leaking faucets, broken water heaters, broken windows, broken doors or lock sets, and many more repairs can be handled under this program. Low-income homeowners (i.e., a household of one with a gross annual income of up to \$36,950) who live in their homes are eligible to use this program. For more information about this service, contact:

Economic and Social Opportunities
1445 Oakland Road
San Jose, CA 95161
(408) 971-0888

Neighborhood Mediation Services

The City operates a Neighborhood Mediation Program which can help neighbors resolve conflicts regarding noise, pets, overhanging trees, fences and a variety of other issues. The service is free and confidential. For more information, please call the Mediation Program at (650) 960-0495.

EMERGENCY SHELTER/ SHORT-TERM HOUSING

Emergency Shelter

People in need of emergency shelter, food, clothing and counseling can obtain assistance from the following agencies:

*Community Services Agency of Mountain View
and Los Altos*
204 Stierlin Road
Mountain View, CA 94043
(650) 968-0836

Provides assistance with clothing, food, employment, housing, rental and financial needs. Also operates the Alpha Omega Rotating Shelter.

Clara Mateo Alliance Shelter

795 Willow Road

Menlo Park, CA 94025

(650) 853-7066 (Main Number)

(650) 853-7067 (Directors Office)

Operates a 59-bed shelter for homeless persons at the Menlo Park Veterans Administration. To qualify, individuals must have a case manager and a regular daytime activity (e.g., employment, outpatient treatment, etc.). Also operates a family shelter for households with children.

Urban Ministry of Palo Alto

400 Mitchell Lane

Palo Alto, CA 94301

(650) 853-8697 (Administrative)

(650) 853-8672 (Drop-In Center)

Provides a variety of services for low-income and homeless persons, including a drop-in center, food closet and shelter.

Social Advocates for Youth

538 Valley Way

Milpitas, CA 95035

(408) 956-8034

Operates the Safe Place Program to identify and assist runaway and at-risk youth and operates a shelter for homeless and runaway youths. The shelter is located at 509 View Street, Mountain View.

Santa Clara Valley Multi-Service Center
Operates a Community Voice Mail and
Shelter Bed Hotline for homeless persons,
which can be reached by calling
(800) 7-SHELTER

Emergency Housing Consortium
150 Almaden Boulevard, Suite 500
San Jose, CA 95113
(408) 294-2100
(408) 539-2100 (Administrative Office)

Provides temporary emergency shelter; free
meals and support services (i.e., counseling,
housing relocation, health care and employ-
ment assistance). The main shelter facility is
located at 2011 Little Orchard Street, San Jose.

*Mid-Peninsula Support Network for Battered
Women*
1975 El Camino Real West, Suite 205
Mountain View, CA 94040
(650) 940-7850 (24 hours, English/Spanish)
(800) 572-2782

Provides emergency and transitional shelter
and a variety of comprehensive services,
including counseling, shelter, support groups,
legal assistance and parenting skills to victims
of domestic violence.

Transitional Housing

Transitional housing is housing which is generally integrated with supportive services and counseling programs to assist homeless households in the transition to finding employment and permanent housing. Households go through a detailed screening process and qualified households are provided housing and supportive services for extended periods of time, sometimes as long as two years. Listed below are nonprofit agencies that operate transitional housing facilities and can be contacted for information regarding available housing:

*Community Services Agency of Mountain View
and Los Altos*

204 Stierlin Road
Mountain View, CA 94043
(650) 968-0836

Provides transitional housing for previously homeless persons who have graduated from the Alpha Omega Rotating Shelter Program.

*Emergency Housing Consortium (EHC)
Transitional Housing Program*

150 Almaden Boulevard, Suite 500
San Jose, CA 95113
(408) 294-2100

Operates a number of transitional homes in Santa Clara County for families and singles. Housing and supportive services are provided.

*Mid-Peninsula Support Network for Battered
Women*

1975 El Camino Real West, Suite 205

Mountain View, CA 94040

(650) 940-7850 (24 hours, English/Spanish)

(800) 572-2782

Provides transitional housing and a variety of comprehensive services for victims of domestic violence.

SENIORS

Resources

There are two informational handbooks available for senior citizens, which provide detailed listings of housing and services available to seniors. These handbooks may be obtained free of charge by contacting the Community Development Department at (650) 903-6379.

The handbook entitled, *Where to Live, A Guide for Senior Adults*, reviews the various housing options available to seniors in Santa Clara and San Mateo Counties. In particular, this handbook provides listings of senior housing complexes on a city-by-city basis and provides a review of each housing facility in terms of the accommodations provided and the cost. This handbook is put together by Avenidas.

The handbook, entitled, “*Senior Services Directory*”, focuses on services in the areas of nutrition, health, legal, recreation, transportation and a variety of other needs. This handbook is put together by the Council on Aging, Silicon Valley.

For more information about available services, contact:

Council on Aging
2115 The Alameda
San Jose, CA 95126
(408) 296-8290
www.careaccess.org and www.helpscc.org

Services for Seniors

Social Services

The Community Services Agency of Mountain View and Los Altos provides professional social work, care planning and volunteer chore services for senior citizens. To obtain more information about the services offered, contact:

Community Services Agency of Mountain View and Los Altos
204 Stierlin Road
Mountain View, CA 94043
(650) 968-0836

Home Equity Conversion Loans

Home equity conversion loans, also known as reverse mortgages, help seniors who are house rich and cash poor gain access to the equity that is tied up in their homes.

There are several different home equity conversion packages available from different lending institutions, including one that is sponsored by the U.S. Department of Housing and Urban Development (HUD). Seniors can receive payments monthly or in a lump sum to meet emergency needs.

For more information on home equity conversion loans, call the Housing Counselor Clearinghouse at 1-888-466-3487. The Clearinghouse will direct your call to the HUD-certified home equity conversion counselor for Santa Clara County.

Shared Housing and Other Housing Services

This agency operates a number of homes which are used as group homes for low-income seniors. For additional information, please contact:

Project Match
512 Valley Way
Milpitas, CA 95035
(408) 416-0271

Legal Services

Senior Adults Legal Assistance provides free legal services to residents over 60 years old. Services may be obtained by appointment at the Mountain View Senior Center (266 Escuela Avenue) or a variety of other locations. For more information, please call (650) 903-6330.

Food

Nutritious noontime meals may be obtained at the Mountain View Senior Center (266 Escuela Avenue) for a suggested small donation. For more information about this service, please call (650) 964-6586.

The Second Harvest Food Bank provides free bags of donated food to low-income seniors. The bags may be picked up at the Mountain View Senior Center (266 Escuela Avenue). Pre-registration is necessary. For more information regarding this program, please call (800) 984-3663.

Transportation

Low-cost, door-to-door transportation is available for senior citizens and the disabled who are unable to use regular transit. For more information about this service, please contact Outreach and Escort at (408) 436-2865.

Recreation

The Mountain View Senior Center provides a variety of services and recreational activities for senior citizens. For more information, please contact:
Mountain View Senior Center
266 Escuela Avenue
Mountain View, CA 94040
(650) 903-6330

Senior Day Care and Respite Services

The Senior Day Health Program provides adult day care for the frail elderly as well as respite care. Fees are based on an ability to pay.

For more information, please contact
Avenidas Senior Day Health Center
701 East Meadow Drive
Palo Alto, CA 94303
(650) 494-8018

Long-Term Care Ombudsman Services

The Long-Term Care Ombudsman Program conducts advocacy and complaint investigation services for the residents of long-term care facilities. In addition, this agency investigates reports of abuse in long-term care facilities. For additional information, please contact:

Catholic Charities Long-Term Care
Ombudsman Program
2625 Zanker Road, Suite 200
San Jose, CA 95134-2107
(408) 944-0567

HOUSING FOR PERSONS WITH DISABILITIES

Resources

The following agencies offer temporary and/or permanent housing for the disabled.

Adults Toward Independent Living
(Physically disabled)
(408) 354-2217

Community Association for Rehabilitation,
Inc. (Developmentally disabled)
(650) 494-0550 or (650) 494-7228

Greater Opportunities
(408) 248-4464

InnVision (Mentally ill)
(408) 271-0820 (Julian Street)
(408) 271-5160 (Montgomery Street Inn)
(408) 292-4286 (Administration Office)

Kainos Home and Training Center for the
Developmentally Disabled
(Home for mentally disabled adults)
(650) 363-2423

The following organizations provide information and referral
regarding available, accessible housing options.

Silicon Valley Independent Living Center
(408) 894-9041

Services for Brain Injury
(408) 434-2277

Home Access

Low-income disabled tenants or homeowners who need to make minor adaptations to their homes to make them handicap-accessible may take advantage of the City's Home Access Program. The property owner must sign a consent form agreeing to the work.

Projects such as wheelchair ramps, grab bars, adaptive steps and other assistive devices may be installed under this program. All work is provided free of charge to the household.

In order to obtain additional information regarding this program, please call Economic and Social Opportunities at (408) 971-0888.

OTHER SERVICES

Housing Discrimination

Discrimination in the sale or rental of any housing on the basis of race, color, religion, national origin, sex, marital status, physical or mental handicap, minor children, sexual orientation or any arbitrary reason is illegal.

The City of Mountain View provides funding to Project Sentinel to provide fair housing

services to Mountain View residents. The agency provides information about fair housing rights and will investigate cases of housing discrimination. There is no charge for services provided.

If you believe you have been discriminated against or feel uneasy about a home seeking experience, Project Sentinel can provide assistance. In pursuing a potential discrimination case, it is helpful to have the following information:

- The name of the manager or agent
- The address of the building
- The apartment number
- The number of bedrooms
- Personal information requested of you
- Information that you volunteered about yourself
- The requirements for occupancy
- When the unit will be available
- How you found out about the apartment or house.

For more information about fair housing or if you feel you have been discriminated against, please contact:

www.housing.org

Project Sentinel

(650) 321-6291

(888) 324-7468

Water Conservation

The City's Water Conservation Office can provide information about saving water, buying ultra-low flush toilets and designing, planting and maintaining your water-efficient garden. If you would like to sign up for one of the free water conservation survey programs that can help you save water and money on your utility bill, call the Santa Clara Valley Water District at (408) 265-2607 X2554

PG&E Programs

Periodically, and as funding permits, PG&E offers a variety of services to qualifying low-income customers to help them in conserving their residential energy costs by replacing older, less efficient furnaces and refrigerators with new, more efficient ones. In addition, free weatherization services may also be available.

For more information on the various PG&E programs available to lower-income homeowners, please contact PG&E at 1-800-933-9555.

Weatherization Program

Free energy conservation services, including the installation of attic insulation, weather-stripping, caulking, water heater blankets and low-flow shower heads, are available County-wide to very low-income households earning less than 30 percent of median income, or up to \$25,300 for a household of two. For more information, please call Economic and Social Opportunities at (408) 971-0888.

Information and Referral

The following agency provides information and referral services for a variety of issues ranging from child and health care to recreation and transportation services.

United Way Silicon Valley
(408) 248-4636

Health Care

Low-cost health care for uninsured or underinsured persons is available at the Mayview Community Health Center, 100 Moffett Boulevard, No. 101, Mountain View, California, 94043, (650) 965-3323.

For mental health outreach, support, counseling and linkage to community resources for homeless persons with mental health problems, contact:

Alliance for Community Care
206 California Avenue
Palo Alto, CA 94306
(650) 617-8340

Neighborhood Preservation Strategy

The City's Neighborhood Preservation Strategy (NPS) is designed to find ways to enhance and improve Mountain Views residential areas through a partnership between citizens and City government. The most important element in the NPS is the development of a continuing dialogue with area residents. The City Council Neighborhoods Committee has been holding a series of meetings with residents throughout Mountain View to discuss neighborhood

issues and develop strategies to address neighborhood concerns. To find out the schedule of upcoming neighborhood meetings, please contact the Neighborhoods Division of the Community Development Department at (650) 903-6379.

Neighborhood Associations

Neighborhood associations are a very effective way for neighbors to organize and improve the quality of life in their neighborhood. The City of Mountain View has available a Neighborhood Handbook which discusses a variety of issues, including how to go about forming a neighborhood association, how to get to know your neighbors and a summary of City ordinances which relate to neighborhood issues. For a free copy of this handbook, please call the Neighborhoods Division of the Community Development Department at (650) 903-6379.

Prepared By
Community Development Department
500 Castro Street
Post Office Box 7540
Mountain View, CA 94039-7540

(650) 903-6306

April 2004